PARSING OF NESTED INTERNET ELECTRONIC MAIL DOCUMENTS

ABSTRACT OF THE DISCLOSURE

A system and method for automatically processing and responding to large volumes of customer complaints regarding Unsolicited Commercial Email (UCE) and other service disruptions. The complaints include one or more electronic mail (email) documents, each email document including a header and body portion. The process parses the header and body portions from each email document, normalizes the header and body portion by stripping unwanted characters, and extracts specific information relating to the email document from the source of the complaint. The extracted information can be input to a database that can be accessed by the Customer Support Center (CSC) of the Internet Service Provider (ISP).